



Department of Health and Human Services
MaineCare Services
Primary Care Case Management
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Primary Care Case Management (PCCM) Primary Care Provider (PCP) Checklist

All PCCM PCPs must check MaineCare members for PCCM eligibility.

- ✓ Member eligibility can be checked on the [MyHealthPAS Online Portal](#), or by calling the Automated Voice Reponse (AVR) at 1-866-690-5585. For details about how to check PCCM eligibility, review the [MyHealthPAS \(MHP\) Eligibility Verification User Guide](#).

Here is what you should know about PCCM and referrals:

- ✓ If the member *is* on your Primary Care Roster, proceed to provide services. The Primary Care Roster shows the dates you are assigned as the PCP for a PCCM member. **You are required to submit a referral for any [managed services](#)* for this member.** This referral must be present on the Portal prior to claims submission for these services. For more information about referrals, review the [MyHealthPAS \(MHP\) Referral User Guide](#). (Please note: Some managed services may also require a Prior Authorization).
- ✓ If the member is *not* on your Primary Care Roster, but *is* in PCCM:
 - The member must call Member Services at 1-800-977-6740 to change his/her PCP to the correct provider before the service is provided. If the member is unable or unwilling to update his/her PCP information, contact PCP Network Services at: PCP-Network-Services.DHHS@maine.gov.
 - You must refer the member to his/her assigned PCP for Primary Care services. For the delivery of urgent care services, obtain a referral from the member's PCP prior to or immediately following the service.
- ✓ If the member is *not* on your Primary Care Roster and *not* in PCCM, you may proceed to provide services. MaineCare members who are not in PCCM, do not require MaineCare referrals. (Please note: MaineCare members may be enrolled in other insurance plans. Providers must follow referral requirements of those carriers.)

For additional information about PCCM, please visit our website at:

<http://www.maine.gov/dhhs/oms/provider/pccm.html>.

*Please refer to the [MaineCare Benefits Manual](#) Section VI for a listing of Managed Services.